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Freeburg, IL 62243-1820
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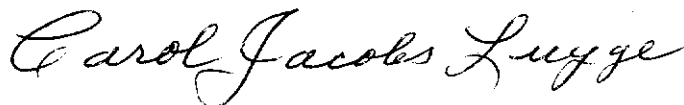
Document #:
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Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701

Dear Commission Members:

1. Attached you will find a spreadsheet I made denoting information taken from my Ameren bills and a comment sheet denoting notes I made on the months of specific bills. In some way, Ameren seems to be inflating my usage to a staggering degree. The company did send a person from a company to whom reading the meter has been outsourced. Of course, the meter was functioning perfectly. But when I showed my spreadsheet to the reader and explained the situation, he could not understand the usage either.
2. I use as a major comparison the months of April 2007 and April 2004, which are only one day different in usage and only two degrees different in temperature. In 2004, my husband was alive, but not well (he passed away in December 2005.) The washer, dryer, and dishwasher were used every day – often more than once a day; the television was on probably 15/7 to hopefully provide him with some entertainment, stimulation and/or distraction; I cooked three meals a day, baked a considerable amount using the oven almost every day; one large chest freezer and one smaller one were in operation; lights were on all over the house so wherever he might wander he would have light; the water heater was set at 140 degrees for added hygienic purposes; winter thermostat settings were around 75 degrees; summer about 72 degrees; electric yard tools (blower, vacuum) were in use. *The bill for April 2004 showed 733 KWH used with 22 KWH per day.*
3. In April 2007, I am alone in the house; use the washer perhaps once a week (I do more hand wash now); have not used the dryer at all as my son put a clothes line on the deck; the TV perhaps is on an average of an hour a day – I am a reader and use an “Itty Bitty Book Light” by which to read; most of my cooking is done in the microwave and the big oven is not used at all except for storage of pots and pans; the chest freezers are unplugged; the water heater is set at 125 degrees; during the cold weather I kept the thermostat at 66 or 67 degrees and was uncomfortably cold even with multiple layers of clothes; the air conditioning has not yet been on. *The bill for April 2007 showed 1057 KWH used with 33 KWH per day.....there is no way I could have used half again as many KWH this April and in April 2004.*
5. It is impossible for one individual to fight Ameren, but I know that something, probably illegal, is transpiring. Apparently, I am not the only person who feels his usage is subject to wrongdoing by a powerful company. Please, please help. Surely with the Commission’s expertise, it can ascertain how Ameren is manipulating meters to show usage that cannot possibly be accurate.

Very truly yours,



Carol Jacobs Lugge

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Prepared by Carol Jacobs Luge 5/14/07

BILL DATE	# OF DAYS	AVG TEMP	KWH USED	OFF PEAK	ON PEAK	TOTAL COST	Cost / KWH	KWH/D
4/21/07	32	54	1057			118.16		33
3/27/07	28	46	1551			162		55.3
2/27/07	29	25	3097			\$299.43		106.7
01/01-01/24	23	38	1868			223.79		81.1
12/21-01/01	11	38	892					
12/28/06	30	42	1543	931	612	74.17		51.4
11/27/06	32	44	612	459	153	43.26		19.1
10/25/06	29	58	572	383	189	57.81		19.7
9/26/06	30	69	518	334	184	83.01		17.2
8/25/06	28	81	869	486	383	79.69		31
7/27/06	32	77	833	518	315	82.17		26
6/27/06	30	76	733	423	310	94.34		24.4
5/26/06	33	60	493	344	149	45.31		14.9
4/26/06	25	60	490	333	157	52.09		19.6
3/29/06	31	44	1179	867	312	77.03		38
2/28/06	30	35	1979	1465	514	115.76		65.9
1/31/06	35	40	1807	1241	566	119.44		51.6
12/28/05	28	30	2199	1540	659	77.04		78.8
11/28/05	33	49	1141	754	387	107.63		34.5
10/25/05	28	63	514	331	183	58		18.3
9/23/05	30	76	654	356	298	81.96	\$0.12	22
8/24/05	29	79	870	464	406	98.25	\$0.11	30
7/26/05	32	81	1029	607	422	103.64	\$0.12	32
6/24/05	24	75	633	308	325	79.59	\$0.08	26
5/31/05	35	63	660	401	259	54.79	\$0.10	14
4/26/05	27	59	520	360	160	49.46	\$0.09	14
3/30/05	34	42	1618	1123	495	91.37	\$0.05	48
2/24/05	29	39	1697	1109	588	146.31	\$0.08	59
1/26/05	29	37	1823	1272	551	106.25	\$0.05	63
12/28/04	36	35	2223	1636	587	109.92	\$0.05	62
11/22/04	27	54	711	476	235	57.14	\$0.08	26
10/26/04	33	60	585	360	225	70.42	\$0.12	18
9/23/04	28	72	375	202	173	69.02	\$0.18	13
8/26/04	29	72	466	231	235	71.34	\$0.15	16
7/28/04	32	76	611	295	316	76.02	\$0.12	19
6/26/04	36	74	542	294	248	78.7	\$0.14	15

Please see revenue
side for 4/21/07

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BILL DATE	# OF DAYS	AVG TEMP	KWH USED	OFF PEAK	ON PEAK	TOTAL COST	COST/KWH	KWH/D
5/21/04	30	65	412	247	165	44.29	\$0.10	14
4/21/04	30	59	400	516	217	71.38	\$0.09	23
3/19/04	25	46	974	673	301	82.28	\$0.08	39
2/23/04	34	29	3040	2242	798	145.96	\$0.04	89
1/20/04	35	36	3098	2311	787	152.11	\$0.05	89
12/16/03	29	42	231	160	71	47.65	\$0.20	7.97

COMMENTS I MADE ON SPECIFIC BILL DATES: Carol Jacobs Lugge

2/27/07: I cannot list the off peak and on peak usage on this bill as Ameren has changed the billing to "Non-Summer (0-800 KWH) and "Non-Summer (over 800 KWH). On reading through this spreadsheet, the reader will notice that my "off-peak" usages were consistently greater than my "on-peak" usages. Why, you ask? Because with a time-of-day meter KWH electricity used prior to 10 a.m. and after 9 p.m were cheaper. I did much laundry, ironing, vacuuming, and other household chores that required electricity during the cheaper times.

1/1 – 1/24/07: The actual date of this bill was January 29, 2007. I have shown it on lines 2 and 3 to provide more information. It is difficult to decipher because of the rate changes January 1st, 2007. Apparently, use of the time-of-day meter was discontinued making amounts shown the same. I will attach a copy of this bill to this spread sheet hoping that anyone who peruses this chaotic statement will understand it better than I.

10/25/06: I find it very hard to understand why the dollar amount on this bill is almost 34% higher than the one for November. It is for three less days with a 14 degree warmer average and a use of 40 KWH less than the November bill. This simply does not make sense. I called Ameren on it and received nothing but insults because I dared question it.

6/27/06: I ask you to notice again a bill reflecting 2 days less in the billing period with only one degree difference in the average temp and yet the bill is more than \$12 higher.

12/28/05: My husband died Dec. 3, 2005. I have lived alone since. All of the bills in 2006 were for just one person.

10/25/05: From this bill to the present time, Ameren did not put in the cost per KWH.

12/16/03: The KWH/day looks strange, but this is what is on the bill which was estimated. You will notice that the January and February bills show the same usage both of which were supposedly read.